IP Office

Embedded Voicemail User Guide (Intuity Mode)

Contents

Chapter 1.
Embedded Voicemail

1. Embedded Voicemail

This user guide is for Embedded Voicemail provided by an IP Office system running in IP Office Essential Edition, IP Office Preferred Edition or IP Office Advanced Edition mode.

You system maintainer configures the IP Office systems to support either Intuity emulation mode mailbox operation or IP Office mode mailbox operation. This guide is for Intuity emulation mailbox mode. Your system administrator will confirm which mode your system is using.

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1.1 Logging In

1.1.1 First Time Login

The first time you call your mailbox, the system prompts you to set a mailbox password and to record your name. The system uses the password to control access to your messages and mailbox settings. It uses the name you record in announcements to callers. Though set during the initial mailbox login, you can change the password 22� and change the recorded name 24� at any time.

To login:

1. Dial ***17**.

2. At the prompt, if you are dialing from your own extension, press **#**. Otherwise, enter your own extension number and press #.

3. When prompted for a password press #. If this is not accepted, contact your system administrator who may have already set a password for your mailbox.

4. If no password is already set, the system requests you to set a password for your mailbox. Enter a new password and press **#**.

   - Enter at least four digits and up to 15. If you enter less than four numbers, the system will prompt you to enter a longer code. Do not set an obvious code. For example, the system will not allow you to use the following:

     - Your extension number.

     - A sequence of digits, for example 1234.

     - The same repeated digits, for example 1111.

5. Re-enter the new password and press **#**.

6. The system now requests you to record your name.

   a. Press **1**. At the tone, speak your name and then press **1** again.

   b. The system plays back your recording. Press **#** to accept the recording or **1** to record again.

7. After you log in, the voice prompts provide instructions. See Default Mailbox Controls 12� for a summary of the controls.

1.1.2 Trusted Sources

By default, even when you have a password set, you can access your mailbox from your extension without needing to use the password. This is because your extension's number is set as a 'trusted source' number. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

Mailbox access from numbers that are not trusted sources requires entry of your mailbox password. For example, entry of your password is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

1.1.3 Switching to Another Mailbox

Some users may have access to multiple mailboxes. For example, in a call centre or a hunt group, supervisors may need to check multiple mailboxes. You can use the re-login feature to access mailboxes sequentially, without needing to disconnect after checking each mailbox.

To switch to another mailbox:

1. While already logged in to a mailbox, dial ****7**. You can then specify the new mailbox required.

1.1.4 Normal Login

If you have already completed a first time login 10ᐧ, the subsequent login process is much faster.

To login:

1. Dial ***17**.

2. The system prompts you to enter the number of the mailbox you want to access. If dialing from your own extension, for your own mailbox just press **#**. Otherwise, enter your own extension number and press **#**.

3. If requested, enter your password and press #. The system requests a password if you are accessing a mailbox from a number not set as a a trusted source 11ᐧ for that mailbox.

4. After you log in, the voice prompts provide instructions. See Default Mailbox Controls 12ᐧ for a summary of the controls.

   - For help at any time, press ***4**.

   - To return to the activity menu, press ***7**.

   - To exit the system, press ****9**.

1.2 Default Mailbox Controls

The following is a summary of the options that are available after you have logged into [11] a mailbox.

Activity Menu

- Record messages = 1
- Get messages = 2
- Greetings = 3
- Help = *4
- Personal options = 5
- Outcalling = 6
- Re-login = **7
- Exit = **9

1. Record messages

- Record message = 1
    - Start/stop recording = 1
    - Rewind = 2
    - Replay = 5
    - Advance = 6
    - Playback = 23
    - Delete = *3
    - Approve = #
        - Enter address and press #
        - Cancel address = *3
        - Finish addressing = #

2 Get messages

- Listen to message = 0
- Reply/Forward = 1
- Restart = 2
- Skip to previous = *2
- Pause/resume = 3
- Replay header = 23
- Back/restart = *5
- Advance to end = 6
- Save and skip message = **4
- Save and play next = #
- Delete = *3
- Save = **7

3 Greetings

- Listen to greeting = 0
- Create, change, or delete greeting = 1
- Activate = 3

5 Personal options

- Password = 4
- Record name = 5

6 Outcalling

- Configure outcalling = 1
- Change number = 3
- Turn outcalling off = 6
- Turn outcalling on = 9

IMPORTANT: Old Messages are automatically deleted after 24 hours
After you listen to new message, it is marked as 'old' and it is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as a 'saved' message.

- To mark the current message as saved, press **7** while listening to the message.

- To mark the current message as saved and skip to the next message, press **4.

- To mark the current message as saved and play the next message, press #.

You can also use the following short codes to control your mailbox. These are default system features which can be changed or altered by your system administrator. For users with Avaya telephones that include programmable buttons, your system administrator can also assign these functions to buttons.

- **Turn Voicemail On: *18**
  Causes calls to go to voicemail when you are busy or do not answer. If the extension to which you forward your calls does not answer calls will also go to voicemail.

- **Turn Voicemail Off: *19**
  Switches the above feature off.

- **Voicemail Ringback On: *48**
  If ringback is on, when you have new messages, the voicemail system will ring you following the completion of any call.

- **Voicemail Ringback Off: *49**
  Switches the above feature off.

1.3 Caller Options

Callers to your mailbox can perform the following actions:

- **Skip Your Mailbox Greeting**
  Callers can skip past your greeting message and go straight to the tone that indicates when to leave a message by pressing **1**.

- **Transfer to another number** 24
  Depending on your settings the caller can select a transfer to another extension rather than leaving a message.

- **Leave a message**
  After hearing the tone, your caller can start recording a message. The system only saves messages which are longer than 3 seconds. The default maximum message length is 120 seconds but the system administrator can adjust that.

- **Options after leaving a message**
  After leaving a mailbox message, callers can press **#** rather than hanging up immediately. The caller hears a prompt informing them if the system saved the message. They can then select additional options:

  - ***7 – Login**
    Using *7 you can select to login 11 to a mailbox to collect messages.

  - ****9 – Disconnect**
    This option will disconnect your call.

1.4 Full Mailbox

When a mailbox is full and unable to store new voicemail messages, the voicemail system plays an information message and disconnects the call.

1.5 Visual Voice

Visual Voice allows you to access your voicemail mailbox using the display menu of your phone rather than following spoken mailbox prompts. Not all phones support Visual Voice.

To use Visual Voice your system maintainer must add a Visual Voice button to your phone. Alternatively, your system maintainer can set the **MESSAGES** button on your phone to act as a Visual Voice button.

- On phones that have a display but do not support visual voice operation, use of the button for user mailbox access using voice prompts and for direct to voicemail transfer during a call is supported (does not include T3 and T3 IP phones).

- On T3 phones, the Visual Voice button goes direct to the **Listen** function of Visual Voice. To access the full set of Visual Voice functions use *Menu > Settings > Voicemail Settings*.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size. You can access controls not shown on the current display by using the phone's **<** and **>** buttons to move between screen pages.

Button	Functions

Listen	Access your own voicemail mailbox. When pressed the screen will show the number of **New**, **Old** and **Saved** messages. Select one of those options to start playback of messages in that category. Once message playback is selected the available controls change:
	
	• **Previous:** Play the previous message.
	• **Next:** Play the next message.
	• **Rewind:** Rewind approximately 5 seconds.
	• **FFwd:** Step forwards approximately 5 seconds.
	• **Delete:** Delete the current message.
	• **Save:** Mark the messaged as a saved message.
	
	• **Copy:** Copy the message to another mailbox. When pressed, the phone displays:
	  • **Pre-Rec:** Record a message to attach to the start of the copied message.
	  • **Targets:** Enter the destination for the message copy.
	  • **Done:** Copy the message using the targets entered.
	• **Pause:** Pause the current message. Press the button again to unpause.

Main(0)	Hunt group names may be displayed you have been configured for hunt group mailbox access. The number shows the number of new messages in the mailbox. Press the button to access the mailbox in the same way as the **Listen** option above.
Message	Record and send a voicemail message to another mailbox or mailboxes.
Greeting	Change the main greeting used for callers to your mailbox. If you have not recorded a greeting, the system's uses its default mailbox greeting. • **Record:** Record a new greeting. • **Listen:** Listen to the current greeting or the new greeting just recorded. • **Submit:** Submit the new greeting just recorded. • **Delete:** Delete the current greeting. The mailbox reverts to using the default system greeting.
Email	This system shows this option if you have a configured email address for voicemail email usage in the telephone system configuration. This control allows you to see and change the current voicemail email option used for new messages received by your voicemail mailbox. Use **Change** to change the mode displayed. Press **Done** to save the change. The modes are: • **Email Mode Off:** Voicemail email is not used. • **Email Mode Copy:** Copy new voicemail messages to the email address, leaving the original message in the voicemail mailbox. • **Email Mode Fwd:** Forward new voicemail messages to the email address, deleting the original message from the voicemail mailbox. • **Email Mode Alert:** Send an alert email message to the email address, leaving the message in the voicemail mailbox.
Password	Change the voicemail mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail usage on or off. When off, the voicemail system does not answer unanswered calls.

Using the Visual Voice Button for Voicemail Transfer

If pressed when you have a call is connected, the Visual Voice button allows entry of an extension number for direct to voicemail transfer of the connected call.

Chapter 2.
Listening to Messages

2. Listening to Messages

This section covers actions you can perform while listening to your messages.

2.1 Listening to Messages

The system groups messages into the following categories:

- **New**
  New messages. After you have listened to a new message, it automatically becomes an old message.

- **Saved**
  This category applies to messages you have marked as saved 17̂. You would normally do this for messages which you do not want automatically deleted.

- **Old**
  After you have listened to a new message it automatically becomes an old message. Unless you delete them sooner, the system automatically deletes old messages after 24 hours.

When you get your messages, the system starts with your new messages, then your saved messages and then finally your old messages. When you retrieve your messages, each message starts with a header which contains details about who left the message (if known) and when.

To listen to your messages:

1. Log in 11̂ to your mailbox.

   - The system announces the number of new messages.

2. Press **2** to get your messages. The system plays the header details of the first message.

   - During or after the header, to listen to the actual message press **0**. As you listen to your messages, you can use the following controls to listen to all or part of the message again.

   - To restart message, press **2**.

   - To replay header, press **23**.

   - To pause / resume, press **3**.

   - To rewind 5 seconds, press **5**.

   - To restart, press ***5**.

   - To fast forward 5 seconds, press **6**.

   - To save a new or old message, press **7**.

3. When you have listened to the message, you have the following options:

   - To reply to or forward the message, press **1**.

   - To delete the message and continue to the next message, press ***3**.

   - To skip the message and play the next message, press **#**.

   - To skip to the next message, press ***#**.

   - To leave the message in current category and skip to next category, press ****4**.

   - To go back to previous message, press ***2**.

   - To hang up and end voicemail, press ****9**.

2.2 Marking a Message as Saved

Once you have played a message it is marked as old. The system automatically deletes old messages after 24 hours. To stop this happening to the current message, you can mark it as being a saved message.

To save a message:

1. While listening to a new or old message, press ****7** to save it.

2.3 Forwarding a Message

You can forward a message to a different mailbox or to several mailboxes at the same time. When you do this, you can record your own comment at the start of the message.

To forward a message:

1. While you listen to a message, press **1**.

2. Press **2** to forward the message with a comment.

3. After the tone, record your comment:

   - To stop recording, press **1**. To restart recording, press **1** again.

   - To rewind the recording, press **2**.

   - To play back the recording, press **23**.

   - To delete the recording, press ***3**.

   - To approve the recording, press **#**. Recordings must be at least 3 seconds long

4. Enter a mailbox number (or dial the required name) and then press **#**.

   - Repeat until you have entered all the mailboxes to which you want to forward the message.

   - To delete the last number that you entered, press ***3**.

5. Press **#** to finish addressing.

2.4 Calling the Sender

When an internal caller leaves a message, the system will capture the caller's number and store that with the message. You can choose to make a call to the caller's number.

To call the message sender:

1. While you listen to the message, press **1**.

2. To attempt the call, press **0**. The system logs you out of your mailbox.

2.5 Replying to a Message

When you receive a voice message from an internal caller, you can send a reply message to the sender. You can choose to reply with or without the original message attached.

To reply to a message:

1. While you listen to the message, press **1**.

2. To reply to the message with voicemail press **1** again.

3. Select the type of reply:

   - To reply without the original message attached, press **6**.

   - To reply with the original message attached, press **9**.

4. After the tone, record your reply:

   - To stop recording, press **1**. To restart recording, press **1** again.

   - To rewind the recording, press **2**.

   - To play back the recording, press **23**.

   - To delete the recording, press ***3**.

   - To approve the recording, press **#**. Recordings must be at least 3 seconds long

2.6 Sending a New Message

When you are listening to a message, you can record a new message and send it to another mailbox or mailboxes.

To send a message:

1. While you listen to your message, press **1**.

2. Press **4**. Record your comment and press # to finish recording.

3. After the tone, record your message:

   - To stop recording, press **1**. To restart recording, press **1** again.

   - To rewind the recording, press **2**.

   - To play back the recording, press **23**.

   - To delete the recording, press ***3**.

   - To approve the recording, press **#**. Recordings must be at least 3 seconds long

Chapter 3.
Changing Your Settings

3. Changing Your Settings

This section covers the following topics:

3.1 Changing Your Password

You are required to have a mailbox password set. The system asks you to set a password when you first login to the mailbox. If somehow that password is removed, the system asks you to set it again. When accessing your mailbox from certain trusted sources (see below), you do not need to enter your password. By default, your own extension is one of those trusted sources. To access to your mailbox from other locations, including in response to Outcalling, you will need to enter your password.

To change your password:

1. Log in 11 to your mailbox.

2. Press **5** to access your personal options.

3. Press **4** to change your password.

4. Enter the new password and press **#**.

   - Enter at least four digits and up to 15. If you enter less than four numbers, the system will prompt you to enter a longer code. Do not set an obvious code. For example, the system will not allow you to use the following:

     - Your extension number.

     - A sequence of digits, for example 1234.

     - The same repeated digits, for example 1111.

5. Re-enter the new password and press **#**.

Trusted Sources

By default, even when you have a password set, you can access your mailbox from your extension without needing to use the password. This is because your extension's number is set as a 'trusted source' number. Your system maintainer can change that if required. They can also configure other numbers as trusted sources for your mailbox if you require that.

Mailbox access from numbers that are not trusted sources requires entry of your mailbox password. For example, entry of your password is usually required if your maintainer has configured a method for you to access your mailbox from remote locations other than your own extension.

System Administration

The system administrator cannot see your password; however they are able to clear your existing password. If they do this, the system will prompt you to set a new password when you next log in. Alternatively, the administrator can set the new password for you.

3.2 Personal Greeting

By default, callers to your mailbox hear the default system greeting. *"Your call has been answered by Avaya IP Office."* You can replace this with your own personal greeting.

You can delete your personal greeting at any time. If you delete it, the system plays its default greeting to callers.

3.2.1 Recording a Greeting

You can record the greeting heard by callers to your voicemail. At any time, you can listen to a greeting message and re-record it.

- A greeting must be longer than 3 seconds. The maximum length of a greeting is 120 seconds by default.

To record your greeting:
1. Log in⌐11⌐ to your mailbox.

2. Press **3** to select personal greetings.

3. Press **1** to create or change a greeting.

4. Start speaking your greeting at the tone.

5. When you have finished press **1** to edit your greeting.

6. Press **2 3** to playback the greeting that you have just recorded.

7. Press **#** to confirm the recording. The number of the greeting that has just been recorded is announced. If you want to add to the recording, press **1**. Start speaking the extra words, press **1** when finished.

8. Press **#** to save the recording and not make active.

3.2.2 Deleting a Greeting

You can delete a greeting message any time. However, if you delete a greeting that is assigned to a call type, the system greeting is played.

To delete your greeting:
1. Log in⌐11⌐ to your mailbox.

2. Press **3** to select personal greetings.

3. Press **1** to create, change or delete a greeting.

4. Press ***3**. The system deletes the greeting.

3.2.3 Listening to Your Greeting

At any time you can check, and if necessary change, each of your existing personal greeting messages.

To listen to your greeting:
1. Log in⌐11⌐ to your mailbox.

2. Press **3** for personal greetings.

3. Press **0** to listen to a greeting. If you have not recorded a greeting, you hear *"Greeting not recorded."*

4. Press **#** to return to the main greetings menu.

3.3 Transfer Options

Your system administrator can set up to 3 transfer or breakout numbers for your mailbox. Callers leaving messages in your mailbox can press **0**, **2** or **3** to be transferred to the matching numbers. For the 0 option the caller can also press ***0**. Typically, this feature allows the system to transfer callers to the receptionist or one of your colleagues.

Contact your system administrator to find out if they have set any transfer numbers for your mailbox. When this feature is set, remember to alter your mailbox greeting 23ᐣ in order to inform callers of the options they can use.

3.4 Record Your Name

You hear your name played as a confirmation when you log in to your mailbox. The system also uses it for other system announcements and functions. You can change your name recording at any time.

To record your name:

1. Log in 11ᐣ to your mailbox.

2. Press **5** to for personal options.

3. Press **5**. If you have already recorded your name, you hear it played back to you. You also hear an explanation of when your name is used.

4. After the tone, speak your name and then press **1** to stop recording. The maximum length is 12 seconds. When you have finished recording your name, the system plays back the recording.

5. Review the recording and select one of the following options:

   - To record your name again, press **1**.

   - To accept the recording, press **#**.

6. Hang up or choose another option.

Chapter 4.
Voicemail Notification

4. Voicemail Notification

There are several ways that the system can alert you when you have a new message.

- **Message Waiting Lamp**
  Most Avaya telephones include a message waiting lamp, typically at the top right of the phone. This lamp lights when your mailbox contains any new messages which you have not heard. In addition, many Avaya phones have a MESSAGE button which also lights when your mailbox contains any new messages.

  - Your system administrator can also configure your new message indicators to light when a hunt group mailbox contains new messages. You can then see and access that additional mailbox through <u>Visual Voice</u> 14. You can also access it by using the hunt group extension number during mailbox login instead of your extension number. The system administrator can also provide other methods for accessing other mailboxes.

- **Ringback**
  If you enable ringback, whenever you use your phone, immediately after completing the call the system will automatically call you if your mailbox contains any new messages. This is useful if you have a telephone that does not have a message waiting lamp or button.

  - To switch ringback on, dial ***48**.

  - To switch ringback off, dial ***49**.

- **Outcalling** 28
  Outcalling allows you to specify a number that the system calls when your mailbox contains any new messages. If you answer the call, the system prompts you to login to hear your messages.

- **Voicemail Email** 27
  The voicemail system can send an email whenever your mailbox receives a new message. The email can be just a simple alert that you have a new message or it can also include an attached copy of the message.

4.1 Voicemail Email

You can have notification of new messages sent to your email address. The notification can be a simple alert to tell you that you have a message or a copy of the voicemail message if required.

There are no Voicemail Email controls available to you through your mailboxes spoken prompts interface. However, if you have an Avaya telephone that supports <u>Visual Voice</u> 14 operation, you can use Visual Voice to control your Voicemail Email settings.

- **Email Address/Enabling Voicemail Email Functions**
  Before you can use the email options, your system administrator must enter your email address into the telephone system configuration. Otherwise, you hear the message '*Email is not enabled on this mailbox*' whenever you try to use an email option. Your system administrator can tell you whether they have configured your mailbox to use email.

4.2 Outcalling

You can receive notification of a new voice message by using the outcalling feature. When you receive a new message, the voicemail system notifies you by calling a number that you have set. You can then retrieve the message from the number at which you received the notification. Systems running IP Office Release 7.0 or higher support this option.

Each outcalling alert rings for a duration you can set, the default is 15 seconds. The call ends if not answered. If answered, the system prompts you to enter your mailbox password 22ᐣ. When answer, the outcalling call automatically ends if:

- You press *# to indicate that you do not want any more outcalling calls for the current new messages.

- You enter the wrong password 3 times.

- More than 5 minutes passes with no response.

Up to 4 outcalling calls are attempted, with a minimum of 15 minutes between calls, unless you answer and press *# or access your mailbox by another method. If you receive any more new messages in the meantime they do not restart the outcalling attempts.

This section covers the following actions:

- **Initial outcalling configuration** 28ᐣ
- **Setting your outcalling destination** 29ᐣ
- **Setting your outcalling timeout** 29ᐣ
- **Turning outcalling on** 29ᐣ
- **Turning outcalling off** 29ᐣ
- **Answering outcalling calls** 30ᐣ

4.2.1 Initial Outcalling Configuration

The first time you access the outcalling menus, the system prompts you to set a destination number for outcalling alerts. Once set, you can then change the number 29ᐣ, turn outcalling on 29ᐣ, turn outcalling off 29ᐣ and change the timeout 29ᐣ used for how long outcalling calls ring.

To configure outcalling:

1. Press **6**. An announcement tells you that you have not configured outcalling.

2. Press **1** to configure your outcalling options. You need to specify the destination telephone number where you want to receive your new voicemail notification.

3. When you have configured an outcalling destination number, you can turn outcalling on/off.

4.2.2 Setting Your Outcalling Destination

You can add or change the telephone number that outcalling uses.

To set your outcalling destination number:
1. Log in ⌐11⌐ to your mailbox.

2. Press **6** to change outcalling information.

3. Press **1** to configure your outcalling options.

4. Press **1** to change or enter the destination number.

5. Press **1**, enter the new destination number then press **#**. The system plays back the number.

   - If you need to re-enter the destination number, press **1**.

6. Press **#** to accept and enable the new destination.

   - You can change the time out setting by pressing **2**.

   - Enter the new value in seconds and press **#**. The system plays back the new settings.

   - Press **#** to accept and enable the new configuration.

7. Press ***7** to return to the activity menu.

4.2.3 Setting Your Outcalling Timeout

The timeout controls how long the outcalling call rings the destination number before hanging up if not answered. The default is 15 seconds with the maximum being 59 seconds.

If the destination specified is an internal number, outcalling does not go to voicemail if unanswered. However, if the destination is an external number with its own voicemail, the time out must be set to less than the time before calls are automatically answered by the external voicemail. For example, if you have voicemail active for your mobile telephone where any calls go to voicemail if not answered after 30 seconds, the timeout setting for outcalling to your mobile number needs to be set to less than 30 seconds.

To set your outcalling timeout:
1. Log in ⌐11⌐ to your mailbox.

2. Press **6** for change outcalling information.

3. Press **1** to configure your outcalling options.

4. Press **2** to change the length of the timeout.

5. Enter the time out length between 5 and 59 seconds.

6. Press **#** to confirm the time out length.

7. Press ***7** to return to the outcalling menu.

4.2.4 Turning Outcalling On

Once you have a set an outcalling destination, you can choose to switch outcalling on.

To turn outcalling on:
1. Log in ⌐11⌐ to your mailbox.

2. Press **6** to access your outcalling settings.

3. Press **9** to switch outcalling on.

4.2.5 Turning Outcalling Off

You can turn outcalling off. Doing this does not delete the outcalling number or timeout you have set.

To turn outcalling off:
1. Log in ⌐11⌐ to your mailbox.

2. Press **6** to access your outcalling settings.

3. Press **6** to switch outcalling off.

4.2.6 Answering Outcalling Calls

When you have a new message, the system tries to call your outcalling destination number three times with a 15 minute interval between each call.

To collect a message:

1. Answer the outcalling alert.

2. When you hear the outcalling announcement, enter your extension number and press **#**. You hear the *"Welcome to Avaya IP Office"* announcement.

3. Log in to voicemail in the usual way and collect your new message.

To cancel further message notification:

1. Answer the outcalling alert.

2. When you hear the outcalling announcement, enter ***#**. The system cancels any further outcalling for the current new message. Outcalling is still enabled, so you will receive outcalling alerts for any subsequent new message.

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